

Representative Task Order #2 **Acquisition Management Support**

The contractor shall perform activities in support of the planning, scheduling, coordination, and execution of Acquisition Management operations support, including the establishment of management policies to accomplish long-range goals for work packages, and the management support. Specifically, the contractor shall perform the following:

- Management Support - including the planning, scheduling, coordination, and execution in support of the Management Office. Activities include tracking management policies and projects, and initiating and directing projects related to the business development and management functions.
- Strategic Planning Support- performing research, analysis, and evaluation of a variety of technical, policy, procedural, administrative and managerial issues, and recommending solutions
- Customer Service Management and Quality Assurance Support- including serving as the internal customer service liaison, defining and clarifying customer requirements, interfacing with customer service personnel, troubleshooting issues, data gathering, and performing entry and analysis tasks to ensure that customers receive quality products and services.
- General Office Management Support, including property management, administrative support, purchasing and management of office supplies, Information Technology Security compliance and front desk staffing.
- Business Strategy and Outreach and General Business Support – including participating in strategic planning, customer outreach, operations, training, and education.

Business Strategy includes defining and executing marketing strategies, and planning and organizing logistics and staffing for multiple internal staff events each year. Events will include an annual offsite management retreat and multiple one-day off-site strategic planning events. Other activities include, planning and organizing the logistics and staffing for multiple outreach events each year to include training sessions, customer meetings, contract holder meetings and technology showcases locally and throughout the United States, as well as for international trips. The contractor shall travel to events as required to provide on-site support. The contractor shall coordinate existing outreach and training activities with new requirements for outreach particularly concerning NASA Centers and major customers. The contractor shall provide business support for agency and Government wide strategic planning.

Financial Management Support including operations of the Working Capital Fund (WCF), providing data entry, tracking and interpretation of financial information using contractor specific and NASA systems including the SAP. The contractor shall provide support in monitoring the cost and revenue process for the program, supporting internal and external audits, tracking purchase requests and purchase orders, and reconciling with financial and budget systems. The contractor shall support resource management activities.

- Customer Service Support includes the management of Order Processing by entering and tracking all delivery orders as they arrive in the office via fax, email, or mail. The contractor devises and executes order processing quality control procedures to ensure that each order is processed and tracked accurately; that the order has been verified; and that no orders are mishandled. Customer Service reconciles post-entry data issues including customer based information and updates order information. Customer Support/Help provides customer end-user support for all inbound requests (phone, email, chat, etc.) for all issues related to orders, requests for quote, general contract information, user ID/password help, and review requests for quote for proprietary content and process support service contractor authorization requests. The contractor will track help requests and develop knowledge management data such as frequently asked questions. The contractor shall use a ticketing system, escalation techniques, and focus on customers as a priority. The contractor shall implement comprehensive quality assurance for order processing processes, maintain the Quality management system, and perform quality assurance tasks by internal audit/review support, daily operations, external customer satisfaction surveys, data and documentation management, and records management.
- Contract Holder Relationship Management Support including serving as the primary day-to-day interface between Contract Holders (CH) and the Program Office. The contractor shall provide CH training and support, including one-on-one meetings with each CH through WebEx, local travel and throughout the US. Support includes planning and leading quarterly CH Program Manager Meetings, approve Technology Refreshments (TRs), and requests for additions of specialized products and services. The contractor shall coordinate with the Customer Service Team to facilitate solutions to issues that arise between customers and CHs. The contractor shall write and maintain a Contract Holder User Manual, which covers all procedures for the CH's to follow per their Contract. The contractor shall coordinate with Contract Holders and the Technical Support Team to define requirements for the Contract Holder Only Page on the Contract Holder website (CHOP), prepare contractually required reports, and implement tools to facilitate and enhance the flow of information. The contractor shall assist with the generation and distribution of program-related data and statistics. The contractor shall ensure a backup exists for primary tasks including review of technology refreshment requests and addition of specialized products.
- Technical Support – including performing operations and maintenance on all program systems, ensuring desktop, server, phones, firewall, router and application performance and availability. The contractor shall proactively monitor systems, report issues, resolve escalated customer requests, and provide engineering solutions to system problems. The contractor shall ensure all systems are patched in order meet security requirements as well as GSFC and NASA directives. The contractor shall support all desktops, laptops, peripherals, handheld devices, systems facility (including power, and cooling racks). The contractor shall provide a single interface for all desktop incidents and service requests. The contractor shall coordinate with other providers, including the GSFC Center Network Environment, ACES, and NICS, to resolve issues as required. The contractor shall maintain and deploy program-owned equipment. The contractor shall ensure data backups are accomplished in a timely, effective, and consistent manner and provide data recovery support. The contractor shall coordinate with customers to ensure efficient use and availability of resources and the survivability of data. The contractor shall provide

and maintain the development and test environments separate from the production environment, to ensure proper validation of systems and applications prior to deployment to the production environment. The contractor shall provide technical and reporting support to meet NASA's IT Security compliance requirements as specified in Federal Regulations and policies to include develop, implement and monitor required Security plans.

Additional support activities are listed below. The contractor shall:

- Provide comprehensive analytical support to determine new requirements for existing systems, capabilities, and business processes in accordance with the Program, NASA and GSFC strategic direction. Implement and maintain processes for identifying, researching, and recommending technologies and capabilities that will increase organizational efficiency. Provide Database Operations support, including effective database design, testing, implementation, administration and maintenance in order to support the applications. Provide system and database support for complex clustering environments to maximize performance and availability.
- Provide application development services and sustaining engineering support to customer facing applications and websites, Contract Holder applications and websites, and Program internal applications and tools to meet the business requirements of the program.
- Maintain digital Training and informational materials, ensuring their availability through the website as well as other means. The contractor shall support customer service and contract holder relationship manager in updating user information, resolving web and tool related issues and responding to customer questions as they relate to the programs and technology. Provide product-level technical support for various highly customized Tool testing/enhancements, training, documentation support and special projects applications.

Provide Quality Assurance Support, including delivering overall and individual weekly and monthly status reports to Task Monitor (TM) and Contracting Officer Representative (COR), including services performed, services requests, incidents, problems, and all other information as requested by the TM, and COR.